

Americans with Disabilities Act (ADA) Citizen Request Program

A dark blue silhouette of a city skyline is positioned at the bottom of the slide. It includes various building shapes and two prominent bridge towers with cross-bracing on the right side.

Disabilities Advisory Commission Presentation

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Outline

- Background and Purpose
- Methods of Requesting
- Qualified Request
- Tracking
- Construction



Background and Purpose of the Citizen Request Program

- Established following the Barden Settlement
- Local roadway maintenance and construction funds

The purpose of the Citizen Request program is to bring the public rights-of-way into compliance with all access laws and regulations.

How do we receive requests

- **311**
- Street Maintenance



311
CUSTOMER SERVICE

What makes a request qualified for this program?

- A qualified request comes from a class member
- Other criteria:
 - Is the request within the City of Sacramento?
 - Is the request in the public right of way?

What is typically requested?

Requests may include:

- Curb ramps
- Driveways
- Crosswalks
- Audible Signals



How are requests tracked?

- All requests are tracked in a spreadsheet
- Information collected:

Contact
information

Method of
Request

Location and
Reason for
Request

Responses and
Next Steps

How are the requests implemented?

Depends on complexity:

- Street Maintenance
- Capital Improvement Projects

Questions?

Contact Me:

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